



## *Welcome To Our Practice*

We want to thank you for allowing us to provide for your dental needs. We appreciate your trust and the opportunity to serve you. Our practice is committed to providing you and family with quality dental care in a relaxed, caring and clean environment. We understand that you, or your child, may feel anxious about visiting the dentist. We are sensitive to your needs and will do our utmost to make your dental visit a positive experience.

*Your first visit is all about you – your comfort, your questions, and most of all your oral health.*

During your visit, we will review your dental / medical histories and take any necessary diagnostic radiographs. One of our hygienists will clean and polish your teeth. The dentist will complete an oral examination checking for cavities and signs of gum disease or other abnormalities, a cancer screening will be completed, an individualized treatment plan will be created for you and any questions you may have will be answered.

*Regular checkups are an important part of maintaining a healthy smile!*

The American Dental Association recommends visiting your dentist every six months for regular checkups and routine cleanings to keep your teeth and gums healthy. We understand that you have a busy schedule, so when you're preparing to visit the dentist, please remember that your appointment can last between 45 and 90 minutes.

### Office Hours

<i>Monday</i>	<i>8:00am – 6:00pm</i>
<i>Tuesday</i>	<i>Closed</i>
<i>Wednesday</i>	<i>8:00am – 6:00pm</i>
<i>Thursday</i>	<i>8:00am – 3:00pm</i>
<i>Friday</i>	<i>Closed</i>
<i>Saturday</i>	<i>by appointment only</i>

### OFFICE POLICIES

In an effort to help us achieve our goal of providing you and your family with quality dental care and to avoid any confusion, we ask that you please take the time to review and understand our office policies. Should you have any questions, please feel free to bring them to our attention.



### **Scheduled and Broken Appointments Policy**

All appointments are coordinated so that we can devote our undivided attention to you when you are here. Our goal is to do our best to see you on time. During your scheduled time, the doctor and hygienists are committed to being available for you. We ask for your utmost courtesy regarding your scheduled appointments. Since our practice is committed to quality dental care, we do not over-book or double book appointments. A broken appointment without adequate notice results in wasted and costly time for us.

Therefore, we **ask** that if you must change your appointment you give **one** business day notice prior to your scheduled time so that we may fill the block of time reserved for you. If a conflict occurs on the day of your scheduled appointment, please call the office as soon as possible so that we may attempt to fill the time reserved for you. If we are able to do so, you may be able to avoid a Broken Appointment Fee.

#### **A BROKEN APPOINTMENT FEE**

may be charged for any missed appointment without notice or short notice cancellations.

A fee of \$50 per hour may be assessed for such appointments.

Should you incur a fee for lost time, payment may be debited from any existing credit or be due prior to scheduling any further appointments.

For any **Implant, Periodontal Surgery, and Cosmetic appointments**, a deposit of \$150 may be required at the time of scheduling to reserve your appointment, which is fully refundable with proper advance cancellation notice.

### **Insurance Policy**

As a courtesy, we will be happy to complete and submit any insurance forms related to dental treatment.

In order to avoid misunderstandings, please carefully read and understand the following policy regarding dental insurance benefits.

Our professional services are rendered to you, as such, you are responsible for payment of those services.

Our practice accepts assignment of benefits from many insurance providers. If you have insurance, you will need to provide payment for any deductibles, co-payments, or other amounts not covered by your benefit plan. Since most insurance plans do not cover 100% of the treatment costs, please review your Explanation of Benefits (EOB) booklet provided by your employer.

We will in good faith attempt to assist with any questions that may arise regarding your policy eligibility and insurance reimbursement toward treatment. However, be aware that eligibility and reimbursement of any particular policy is predetermined and agreed upon by the patient's employer and insurance company. Therefore, the insurance company makes the final decision regarding a patient's eligibility and reimbursement based on the patient's policy when the actual claim for treatment is submitted.



If you have any questions about the amount your plan will pay or the treatment your plan will cover, you should refer these questions to your benefit provider and/or employer. At your request, our office will provide all pertinent information to your insurance company for a predetermination so that you can receive the maximum benefits available.

**Office Financial Policy**

Our team wants all of our patients to be able to afford quality dental care. We offer the following financial policy so that our patients can have the opportunity to decide which payment option may best suit their needs.

Once treatment needs have been determined, we will work with you to sequence your treatment needs and explain payment requirements for any proposed treatment. Generally, payment for service is expected the day service is rendered unless prior arrangements have been made.

**Available Payment Options**

- **Major Credit Cards and Pre-Authorized Credit Card monthly payments:** we accept Visa, MasterCard, American Express, and Discover. If you prefer to pay large treatment costs over a period of time, you may sign a monthly authorization of payment form. Then once per month your credit card will be charged the allotted monthly amount. A down payment is usually required.
- **Cash, Money Order or Check**
- **Specific Dental Financing:**

**CareCredit**

Enjoy low monthly payments and extended payment plans in most cases. CareCredit is a revolving charge account that is easy to use, takes just minutes to apply for, and is ideal for all treatment costs not covered by insurance. Ask our Treatment Coordinator for an application, apply by phone or online at: [www.carecredit.com](http://www.carecredit.com)

We would be happy to work with you to plan out the most appropriate arrangements for your budget. Financing your treatment allows you to start your dental care immediately and spread out the cost over a period of time. Most importantly, it offers you the opportunity to enjoy the benefits of great oral health without financial issues.

Account Statements are generated and sent bimonthly and are due upon receipt. A 1-1/2 % monthly late charge and/or finance charge may be added to any balances that are unpaid for more than thirty days. In the event a delinquent account is placed with a collection agency, attorney, or by suit, probate, or bankruptcy proceedings, you will be responsible for related collection expenses and reasonable attorney fees.

***My signature indicates that the information given above is accurate and that I have had an opportunity to review and acknowledge the Scheduled and Broken Appointment Policy, Office Financial Policy (with payment options), and Insurance Policy.***

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_